

Appendix 6

Allocation of Customer Service Representative Time

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| Page 1 | Blank Time Reporting Sheet for Small Business to be completed by Remote Observer |
| Page 2 | Table showing results of time study allocated among various products and services by State |

MAY 2005 PART - X FACTORS												
DEVELOPED FROM A COMPOSITE OF DATA COLLECTED DURING MARCH, APRIL AND MAY 2005 FACTORS ESTIMATE THE RATIO OF PRODUCT SPECIFIC SALES TIME TO TOTAL SALES TIME												
STATE	TIME	BASIC	NON-BASIC	BSLD	MEMORY	CELLULAR	INTERNET	GLOBAL	PAGING	EQPT MTCE	CUST EQT	DTV
	FRAME	INSIDE WIRE	INSIDE WIRE		CALL			CARD		PLAN		
AL	MAR-MAY05	4.04%	0.00%	18.34%	5.95%	9.18%	17.78%	0.04%	0.00%	1.31%	3.02%	7.28%
	FEB-APR05	4.98%	0.00%	18.87%	5.02%	9.60%	17.88%	0.05%	0.00%	0.93%	2.49%	8.04%
	JAN-MAR05	5.72%	0.00%	19.37%	5.89%	10.14%	18.46%	0.01%	0.00%	0.87%	3.44%	8.92%
	DEC04-JAN-FEB05	4.77%	0.00%	18.47%	4.96%	10.33%	17.47%	0.01%	0.00%	0.46%	2.20%	7.40%
	NOV-DEC04-JAN05	4.59%	0.00%	19.47%	5.05%	10.92%	17.52%	0.00%	0.00%	0.49%	2.25%	5.09%
	OCT-DEC04	4.91%	0.00%	19.48%	4.87%	10.91%	16.99%	0.00%	0.20%	0.55%	2.59%	
FL	MAR-MAY05	3.90%	0.15%	14.92%	4.53%	19.93%	18.08%	0.09%	0.00%	1.56%	3.74%	7.19%
	FEB-APR05	3.59%	0.27%	14.39%	4.11%	18.94%	17.98%	0.06%	0.00%	1.46%	3.31%	6.92%
	JAN-MAR05	3.28%	0.18%	14.49%	3.64%	18.84%	17.22%	0.07%	0.00%	1.09%	2.48%	5.90%
	DEC04-JAN-FEB05	3.41%	0.19%	14.75%	3.52%	17.98%	16.99%	0.04%	0.00%	1.13%	2.60%	4.96%
	NOV-DEC04-JAN05	3.68%	0.07%	15.39%	3.56%	17.80%	16.91%	0.10%	0.00%	0.97%	2.53%	2.77%
	OCT-DEC04	4.52%	0.07%	14.36%	4.17%	18.42%	17.11%	0.23%	0.00%	1.16%	2.82%	
GA	MAR-MAY05	4.09%	0.06%	17.89%	5.98%	10.96%	19.45%	0.13%	0.00%	0.97%	2.75%	6.84%
	FEB-APR05	4.26%	0.02%	18.06%	6.15%	10.92%	19.27%	0.25%	0.00%	0.99%	3.15%	6.53%
	JAN-MAR05	4.33%	0.00%	18.40%	5.92%	10.71%	19.95%	0.22%	0.00%	1.12%	3.11%	5.86%
	DEC04-JAN-FEB05	5.02%	0.00%	19.10%	4.93%	10.10%	19.18%	0.24%	0.00%	0.82%	2.92%	4.98%
	NOV-DEC04-JAN05	5.83%	0.02%	19.56%	5.18%	9.34%	18.81%	0.09%	0.00%	0.95%	2.07%	3.19%
	OCT-DEC04	5.57%	0.03%	19.96%	5.20%	9.87%	18.41%	0.16%	0.00%	0.79%	2.30%	
KY	MAR-MAY05	5.53%	0.06%	17.90%	5.59%	8.30%	18.27%	0.13%	0.00%	1.62%	2.66%	6.55%
	FEB-APR05	5.49%	0.26%	17.91%	5.63%	8.94%	18.45%	0.08%	0.00%	1.71%	3.75%	5.98%
	JAN-MAR05	5.03%	0.24%	17.40%	5.27%	8.91%	19.05%	0.06%	0.00%	1.47%	2.98%	5.87%
	DEC04-JAN-FEB05	5.54%	0.21%	17.85%	5.97%	9.13%	18.46%	0.01%	0.00%	1.42%	2.76%	4.96%
	NOV-DEC04-JAN05	5.04%	0.00%	17.54%	5.60%	8.08%	18.45%	0.02%	0.00%	1.40%	2.61%	3.39%
	OCT-DEC04	5.56%	0.52%	17.13%	4.95%	7.92%	18.99%	0.02%	0.00%	1.63%	2.55%	
LA	MAR-MAY05	3.34%	0.18%	18.03%	5.00%	11.08%	18.02%	0.31%	0.00%	1.34%	2.28%	5.51%
	FEB-APR05	3.41%	0.18%	18.17%	5.10%	11.50%	18.36%	0.29%	0.00%	1.29%	3.19%	5.01%
	JAN-MAR05	3.74%	0.00%	19.21%	5.81%	12.85%	19.58%	0.44%	0.00%	1.13%	3.58%	5.73%
	DEC04-JAN-FEB05	4.42%	0.00%	18.02%	5.97%	13.11%	19.23%	0.18%	0.00%	1.27%	2.92%	4.91%
	NOV-DEC04-JAN05	3.87%	0.00%	18.63%	5.36%	13.55%	18.52%	0.17%	0.00%	1.57%	2.45%	3.22%
	OCT-DEC04	4.26%	0.00%	18.38%	5.11%	13.80%	17.83%	0.05%	0.00%	2.03%	2.21%	
MS	MAR-MAY05	6.48%	0.11%	17.65%	4.93%	6.94%	19.27%	0.24%	0.00%	2.40%	2.65%	6.40%
	FEB-APR05	7.03%	0.21%	16.96%	4.40%	7.41%	19.15%	0.31%	0.00%	2.27%	3.14%	5.66%
	JAN-MAR05	7.38%	0.12%	17.44%	4.80%	7.96%	20.23%	0.17%	0.00%	2.35%	3.12%	5.88%
	DEC04-JAN-FEB05	6.75%	0.10%	16.61%	4.11%	7.30%	19.81%	0.14%	0.00%	2.23%	2.94%	4.40%